



Human Resources

UPDATED AUGUST 9, 2005

DATE POSTED: July 15, 2005

REQ. # 05-165U

**NOTICE OF JOB OPENING
ST. LUCIE COUNTY BOARD OF COUNTY COMMISSIONERS
EQUAL OPPORTUNITY EMPLOYER**

2300 Virginia Avenue Fort Pierce, FL 34982 – 5652

Telephone (772) 462-1546 Jobline (772) 462-1967

<http://co.st-lucie.fl.us>

This position must be posted for at least five (5) working days from **07-15-2005** TO **07-21-2005**, but will remain open until filled.

| DEPARTMENT/DIVISION |
|---------------------|
| UTILITIES |

| POSITION AVAILABLE |
|--------------------------------------|
| CUSTOMER SERVICE SPECIALIST I |

| # OF OPENINGS |
|---------------|
| 1 |

| STARTING SALARY |
|----------------------|
| \$9.69 / hour |

| COMMENTS |
|----------|
| |

| VETERANS PREFERENCE |
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| It is the policy of St. Lucie County to give preference to eligible veterans and spouses of veterans in appointment and retention in county employment positions in accordance with Chapter 295, Florida Statutes, and Chapter 22VP-1, Florida Administrative Code. Copies of Chapter 295 and Chapter 22VP-1 are available for review in the Human Resources Department. |

JOB CODE: 938
PAY GRADE: 8
SALARY: \$9.69 - \$15.16
UTILITY CUSTOMER SERVICE SPECIALIST I

MAJOR FUNCTION: Responsible clerical and public contact work in providing assistance and general customer information regarding utility services.

KNOWLEDGE, ABILITIES, AND SKILLS NEEDED IN ORDER TO PERFORM THE ESSENTIAL JOB FUNCTIONS: **Knowledge:** Knowledge of standard office methods and procedures. **Abilities:** Ability to utilize computers for data input; ability to meet and deal with people effectively; ability to make arithmetical calculations with speed and accuracy; ability to handle currency in accepting customer payments and making correct change. Must have the ability to handle multiple tasks; ability to establish and maintain effective working relationships with the public and fellow employees.

ESSENTIAL JOB FUNCTION: Answers telephone calls or provides information in person regarding the services of the utility. Act as receptionist for office including proper routing of phone calls and greeting. Processes customer payments. Answers customer's billing questions. Performs clerical duties relating to customer account records. Handles general office filing. Performs related work as requested or assigned.

ESSENTIAL PHYSICAL SKILLS: Use of both hands and fingers with dexterity. Good hand/eye coordination. Very frequent use of good near vision, good hearing. Occasional walking, standing and stooping. Ability to lift occasionally 30 lbs.

ENVIRONMENTAL CONDITION REQUIREMENTS: Constant work inside the office in a sedentary posture.

WORK HAZARDS: Possible vision dysfunction due to heavy computer work.

SAFETY EQUIPMENT USED OR NEEDED: None

EDUCATION: Graduation from an accredited high school or possession of an acceptable equivalency diploma. A comparable amount of training or experience may be substituted for the minimum qualifications.

EXPERIENCE: This position will require the ability to learn and retain a wide variety of tasks and information. Previous experience in customer service is preferred.

LICENSE, CERTIFICATION OR REGISTRATION: A valid Florida Driver's License and a good driving record are required.

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|-------|-------------|--------|--------------|
| Union | Non-Union ✓ | Exempt | Non-Exempt ✓ |
|-------|-------------|--------|--------------|